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ABSTRACT

This guide is designed to assist students at Dickinson College in Carlisle, Pennsylvania, in preparing for an interview and job search. The following topics are included: (1) steps to take before approaching an information interview; (2) how to research the literature on individuals and organizations in a chosen career area; (3) the necessary preparation before a job interview; (4) what to do after the interview, when receiving a job offer, and/or when receiving a rejection letter; (5) suggestions for a successful information interview; (6) tips on interviewing strategy; (7) a description of the mock interviews for seniors and the videotaped practice interviews offered at Dickinson College; (8) 53 questions recruiters frequently ask college seniors; (9) negative factors during employment interviews which frequently lead to rejection of the applicant; (10) examples of questions which should or should not be asked during an interview; and (11) valid reasons for asking a question. A sample letter requesting an information interview is provided. (JW)

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INTERVIEW

&

JOB-SEARCH PREPARATION

FOR

DICKINSON COLLEGE

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WHAT TO DO FIRST

- INFORMATION INTERVIEW (AN EXCELLENT WAY TO FIND OUT MORE ABOUT A PARTICULAR CAREER AREA.)

WAYS TO APPROACH THIS METHOD:

- ALUMNI CONTACT PROGRAM - A CAREER ASSISTANT CAN SHOW YOU A LIST OF OVER 1200 ALUMNI FROM ALL OVER THE COUNTRY WHO HAVE AGREED TO TALK WITH DICKINSON STUDENTS ABOUT THEIR WORK.

- WRITE A LETTER TO AN INDIVIDUAL IN AN ORGANIZATION REQUESTING AN INFORMATION INTERVIEW. (SEE PAGE 18.)

- LITERATURE (GENERAL INFORMATION ON EVERY MAJOR AREA OF WORK IS AVAILABLE IN THE CAREER LIBRARY.)

- CHECK THE "EMPLOYER INFORMATION" SECTION IN THE BACK ROOM OF THE COUNSELING CENTER. THIS CONTAINS INFORMATION ON A VARIETY OF EMPLOYERS, FROM THE PEACE CORPS TO BANKS.

- READ THE RELEVANT PROFESSIONAL JOURNALS (E.G. AMERICAN MANAGEMENT ASSOCIATION JOURNALS), WHICH ARE AVAILABLE IN THE COLLEGE LIBRARY, ACADEMIC DEPARTMENTS, OR ADMINISTRATIVE DEPARTMENTS OF THE COLLEGE. SEE NTPA (NATIONAL TRADE AND PROFESSIONAL ASSOCIATIONS), FOR LISTINGS OF JOURNALS ASSOCIATED WITH PROFESSIONAL GROUPS.

- WRITE A LETTER REQUESTING ANY FREE LITERATURE DESCRIBING THE ORGANIZATION AND ITS OPERATIONS, SUCH AS ANNUAL REPORTS OR ANY PUBLICITY INFORMATION.

- WRITE THE RELEVANT PROFESSIONAL ASSOCIATION TO OBTAIN FREE INFORMATION ABOUT THE FIELD (E.G. BANKING, PUBLISHING) REPRESENTED BY THE ORGANIZATION. SEE NPTA BOOK IN COUNSELING CENTER.

- CHECK NEWSPAPERS (LOCAL OR NATIONAL), TO SEE IF ANY ARTICLES OR FEATURE STORIES HAVE BEEN WRITTEN ABOUT THE ORGANIZATION.

WHAT TO DO FIRST (CONTINUED)

- DIRECTORIES/TELEPHONE BOOKS (USEFUL TO FIND NAMES, ADDRESSES, AND TELEPHONE NUMBERS.)

- LETTERS (TO PROSPECTIVE EMPLOYERS ASKING FOR A JOB INTERVIEW.)

  - ASK FRIENDS - "DO YOU KNOW ANYONE WHO WORKS THERE, OR HAS EVER WORKED THERE BEFORE?"

IT IS IMPORTANT TO REMEMBER THAT THE MORE CONTACT YOU HAVE WITH AN ORGANIZATION BEFORE A JOB INTERVIEW, THE BETTER YOUR CHANCES WILL BE. FOR BEST RESULTS WE RECOMMEND THAT YOU DO A LOT OF INFORMATION INTERVIEWING ENABLING YOU TO OBTAIN FIRST-HAND INFORMATION ABOUT A PARTICULAR FIELD. EVEN IF AN INFORMATION INTERVIEW CANNOT BE ARRANGED, ANY CONTACT YOU CAN MAKE WITH SOMEONE IN AN ORGANIZATION WILL BE BENEFICIAL IN AVOIDING THE RUNAROUND OF PERSONNEL DEPARTMENTS.

BEFORE A JOB INTERVIEW

- CHECK THE COUNSELING CENTER (CAREER LIBRARY) FOR RELEVANT INFORMATION ABOUT THE OCCUPATIONAL FIELD (BANKING, INSURANCE, SCIENTIFIC RESEARCH, ETC.)

- READ THE ANNUAL REPORT THEY JUST SENT YOU. KNOW AS MUCH AS POSSIBLE ABOUT THEM BEFORE PRESENTING YOURSELF FOR AN INTERVIEW.

- <u>KNOW WHAT EMPLOYERS LOOK FOR</u> - READ THE FOLLOWING GUIDE

I. <u>ATTITUDE</u> (MOTIVATION)

ENTHUSIASM FOR THE CHOSEN FIELD OR JOB
CONFIDENCE IN SELF
PERSISTENCE IN THE JOB SEARCH
WILLINGNESS TO WORK HARD
DESIRE TO SUCCEED
WILLINGNESS TO SELL ONE'S ABILITIES

II. <u>GOAL DIRECTION</u>

CAN IDENTIFY TYPE OF WORK DESIRED (KNOWS WHAT HE/SHE WANTS)
CLEARLY IDENTIFIED LONG-RANGE AMBITIONS
CAN TRANSLATE PERSONAL STRENGTHS AND LIBERAL ARTS BACKGROUND INTO NEEDS OF THE JOB AND THE ORGANIZATION
HAS RESEARCHED OUR ORGANIZATION

III. <u>TECHNICAL LITERACY/BUSINESS LITERACY</u>

ABILITY TO TALK COMFORTABLY, BE CURIOUS ABOUT, AND CAPACITY TO LEARN IN THESE AREAS: (PLUS THE WILLINGNESS TO LEARN ABOUT TECHNICAL SUBJECTS) -

III. TECHNICAL LITERACY/BUSINESS LITERACY

ABILITY TO TALK COMFORTABLY, BE CURIOUS ABOUT, AND CAPACITY TO LEARN IN THESE AREAS: (PLUS THE WILLINGNESS TO LEARN ABOUT TECHNICAL SUBJECTS) -

- COMPUTER SCIENCE AND INFORMATION SYSTEMS
- MATHEMATICS, QUANTITATIVE REASONING
- FINANCIAL ANALYSIS
- SCIENTIFIC RESEARCH
- TECHNOLOGICAL METHODS AND PRODUCTS

IV. OTHER MARKETABLE SKILLS

WRITING SKILLS - REPORT WRITING, MEMOS, CORRESPONDENCE, SPEECHES, MANUALS, ETC.
SPEAKING SKILLS - TO GROUPS, TO AUDIENCES, TO SELECT INDIVIDUALS
SALESMANSHIP
DEALING WITH THE PUBLIC
LEADERSHIP SKILLS - GENERATING CHANGE, MAKING DECISIONS, ETC.
"PEOPLE SKILLS" - MOTIVATING OTHERS, ORGANIZING OTHERS, ETC.
ANALYTICAL, PROBLEM-SOLVING SKILLS
APPEARANCE - DRESS, ETC.

V. COURSES THAT HAVE PRACTICAL CONTENT FOR ENTRY-LEVEL JOBS

EXAMPLES:
- ACCOUNTING
- BUSINESS FINANCE
- INVESTMENTS
- MATHEMATICS COURSES
- STATISTICS COURSES
- ECONOMICS
- APPLIED SOCIAL SCIENCE COURSES (QUESTIONNAIRE DESIGN, ETC.)
- FOREIGN LANGUAGE SKILLS
- ENGLISH COMPOSITION & OTHER WRITING COURSES
- PUBLIC SPEAKING
- LOGIC COURSES (PHILOSOPHY, MUSIC, THEORY, ETC.)

VI. EXPERIENCES

CAMPUS ACTIVITIES

LEADERSHIP ROLES IN COLLEGE ORGANIZATIONS
RECORD OF SUCCESS (EVIDENCE OF RESULTS OBTAINED)
HIGH DEGREE OF PEOPLE CONTACT
ORGANIZATIONAL ABILITY
COMMUNICATION SKILLS
EVIDENCE OF PROJECTS COMPLETED

WORK EXPERIENCE (JOBS, INTERNSHIPS, ETC.)

A SUCCESSFUL, RELIABLE WORK RECORD
SUPERVISING THE WORK OF OTHERS
EVIDENCE OF HARD WORK
EXPERIENCE RELEVANT TO THE AREA OF BUSINESS (OR OTHER AREA OF WORK) IN WHICH THE STUDENT HOPES TO FIND EMPLOYMENT

VI. EXPERIENCES (CONTINUED)

EXPOSURE TO INTENDED FIELD

HAS VISITED WORK SETTINGS
READS RELEVANT PERIODICALS (I.E.: BUSINESS JOURNALS)
KNOWS PEOPLE IN INTENDED FIELD

- REHEARSE THE QUESTIONS YOU WILL PROBABLY BE ASKED, WITH SOMEONE ELSE, OR BY YOURSELF.
- DO A LITTLE DEMOGRAPHIC RESEARCH ON THE TOWN AND REGION WHERE YOUR TARGET EMPLOYERS ARE LOCATED (SEE REGULAR LIBRARY - ALMANAC, ETC.)
- CHECK A ROAD ATLAS TO SEE HOW LONG A TRIP YOU WILL HAVE. NEVER, EVER BE LATE FOR AN INTERVIEW. ALWAYS BE AT LEAST 15 MINUTES EARLY. ARRIVE IN TOWN THE NIGHT BEFORE, IF AT ALL POSSIBLE.

AFTER THE INTERVIEW

- WRITE A NOTE TO YOUR PRINCIPAL INTERVIEWER, THANKING HER/HIM FOR THE OCCASION, ASKING ANY RELEVANT QUESTIONS, AND REAFFIRMING YOUR DEFINITE INTEREST IN THE POSITION YOU DISCUSSED.
- CALL THE INTERVIEWER, IT IS OK, AT LEAST SEVERAL DAYS AFTER THE INTERVIEW, TO CALL AND ASK ABOUT THE TIMETABLE FOR SELECTION, WHEN THEY WILL BE MAKING A DECISION, AND WHETHER THERE MAY BE ADDITIONAL INTERVIEWS.
- SEND PROMPTLY, ANY MATERIALS THE INTERVIEWER MAY HAVE REQUESTED

WHEN YOU RECEIVE A JOB OFFER

ASSUMING THAT YOU ARE NOT PREPARED TO ACCEPT ON THE SPOT . . .

- ASK HOW MUCH TIME YOU MAY HAVE TO THINK IT OVER (ONE WEEK IS NOT UNREASONABLE)
- CALL ANY COMPETING EMPLOYERS, TO LET THEM KNOW YOU HAVE RECEIVED AN OFFER, AND ASK WHETHER THEY ARE INTERESTED IN BIDDING FOR YOUR SERVICES.
- WRITE A BRIEF NOTE TO THE PERSON MAKING THE OFFER AND INDICATE THAT YOU ARE PLEASED TO HAVE BEEN ASKED, AND WILL BE CONTACTING HER/HIM VERY SOON.

IF YOU GET A REJECTION LETTER

IT IS PERFECTLY OK TO . . .

- CALL THE INTERVIEWER AND ASK IF YOU MAY COME AND SPEAK WITH HER/HIM ABOUT:

  (A) ANYTHING YOU MAY LEARN FROM THE RESULTS OF THE SELECTION PROCESS (HOW YOU WERE EVALUATED BY OTHERS, WEAKNESSES, ETC.);

  (B) OTHER EMPLOYERS THEY MIGHT SUGGEST YOU INVESTIGATE FOR SIMILAR OPPORTUNITIES;

  (C) HER/HIS GENERAL ADVICE ABOUT GETTING INTO THIS LINE OF WORK.

- IF THE INTERVIEWER CANNOT GRANT YOU THE TIME FOR A PERSONAL MEETING, ASK IF YOU MAY GATHER SOME OF THIS INFORMATION (ABOVE) ON THE TELEPHONE. (AN IN-PERSON CONVERSATION IS FAR BETTER. IF YOU ASK FOR A BRIEF MEETING, EXPRESS YOUR PLEASURE WITH THE INTERVIEW PROCESS AND YOUR DESIRE TO LEARN FROM YOUR EXPERIENCES, MOST WILL GRANT YOU THE MEETING.)

6.

THE INFORMATION INTERVIEW

> *Most applicants think that they are conducting an aggressive job campaign by mailing out large numbers of resumes to employers. In fact, they are hiding. the only way you get anywhere is with direct personal contact. The name of the game is people, not paper.*
>
> *(Claire Bowles, Job Counselor, in 28 Days to a Better Job, page 149)*

AN INTENSIVE INTERVIEW WITH A PERSON WHO'S WEATHERED THE TRIALS OF YOUR INTENDED CAREER WILL TELL YOU MUCH ABOUT WHETHER YOU WILL ENDURE THE PAIN IN EXCHANGE FOR THE JOY AND REWARDS. A SERIES OF SUCH INTERVIEWS WILL ENABLE YOU TO PROJECT YOURSELF INTO THE CAREER; IMAGINE THAT YOU'RE ON THE JOB.

- WHY THE INFORMATION INTERVIEW?
  - TO EXPLORE A CAREER FIELD - I.E. BANKING, SOCIAL WORK, COMMERCIAL ART.
  - TO GATHER INFORMATION ABOUT A PARTICULAR ORGANIZATION - I.E. XEROX CORP., IBM.
  - TO INVESTIGATE A PARTICULAR JOB - I.E. EDITORIAL ASSISTANT AT HARPER & ROW.

- STRATEGIES FOR CONTACTING THE INDIVIDUAL WITH WHOM YOU WANT TO MEET

  (1) <u>ALUMNI CONTACT FILE</u> - ALUMNI ARE AN EXCELLENT SOURCE OF INFORMATION FOR STUDENTS. BECAUSE OF THEIR CONTACT WITH THE COLLEGE, THE PROBLEMS OF INITIATING AN INTERVIEW ARE SUBSTANTIALLY REDUCED. A CAREER ASSISTANT CAN HELP YOU SORT THROUGH THE NAMES ON FILE.

  (2) <u>WRITE A LETTER</u> - FOLLOW IT WITH A TELEPHONE CALL. INTRODUCE YOURSELF, EXPLAIN YOUR PURPOSE, AND PROPOSE MEETING WITH THE PERSON. IF YOU GET ACROSS YOUR INTEREST IN HER/HIS WORK, YOU WILL BE HARD TO IGNORE. (EXAMPLE ON PAGE 18.)

  (3) <u>TELEPHONE DIRECTLY</u> - THE RESPONSE WILL BE QUICKER. IF YOU GET A "NO," THEN ASK WHO <u>WOULD</u> BE THE RIGHT PERSON TO TALK WITH.

- STRATEGIES FOR CONTACTING THE INDIVIDUAL WITH WHOM YOU WANT TO MEET (CONTINUED)

  (4) GO THERE IN PERSON - EVEN THOUGH YOU DON'T HAVE AN APPOINTMENT, OFTEN YOU WILL BE SUCCESSFUL IN SEEING THE TARGET PERSON...BE FLEXIBLE ABOUT WITH WHOM YOU WILL TALK. SPONTANEITY AND YOUR PHYSICAL APPEARANCE WILL BE ADVANTAGEOUS. GET THE SECRETARY-RECEPTIONIST ON YOUR SIDE.

  (5) GET A PERSONAL REFERRAL - ASK ONE OF YOUR CONTACTS (FRIEND, PARENT, ETC.) TO ARRANGE THE APPOINTMENT, OR USE THIS PERSON'S NAME AS A REFERRAL. YOU CALL AND ASK: "_____SUGGESTED I CALL TO ASK IF YOU WILL SPEAK WITH ME."

REMEMBER THAT YOUR PURPOSE IS TO GATHER INFORMATION FROM SOMEONE WHO IS WORKING IN A CAREER AREA THAT INTERESTS YOU. YOU ARE NOT ASKING FOR A JOB! YOU ARE SEEKING INFORMATION THAT WILL HELP YOU UNDERSTAND THE REALITIES OF THIS FIELD. YOU WILL BE DOING THE INTERVIEWING. YOU CAN ASK QUESTIONS THAT MIGHT NOT BE APPROPRIATE FOR A FORMAL JOB INTERVIEW.

- QUESTIONS FOR THE INTERVIEWER

PERSONAL BACKGROUND

- WHEN YOU WERE IN COLLEGE, WHAT DID YOU THINK YOUR CAREER WAS GOING TO BE?
- WHAT WAS YOUR UNDERGRADUATE MAJOR FIELD OF STUDY?

PREPARATION

- WHAT CREDENTIALS, EDUCATIONAL DEGREEES, LICENSES, ETC., ARE REQUIRED FOR ENTRY INTO THIS KIND OF WORK?
- WHAT KINDS OF PRIOR EXPERIENCE ARE ABSOLUTELY ESSENTIAL?
- HOW DID YOU PREPARE YOURSELF FOR THIS WORK?

PRESENT JOB

- DESCRIBE HOW YOU OCCUPY YOUR TIME DURING A TYPICAL WORK WEEK?
- WHAT SKILLS OR TALENTS ARE MOST ESSENTIAL FOR EFFECTIVENESS IN THIS JOB?
- WHAT ARE THE TOUGHEST PROBLEMS YOU MUST DEAL WITH?
- WHAT DO YOU FIND MOST REWARDING ABOUT THE WORK ITSELF, APART FROM EXTERNAL MOTIVATORS, SUCH AS SALARY, FRINGE BENEFITS, TRAVEL, ETC.?
- IF YOU WERE TO EVER LEAVE THIS KIND OF WORK, WHAT WOULD DRIVE YOU AWAY FROM IT?

- QUESTIONS FOR THE INTERVIEWER (CONTINUED)

PRIOR EXPERIENCES

- WHICH OF YOUR PAST WORK EXPERIENCES AFFECT WHAT YOU DO NOW?
- HAVE ANY OF YOUR JOB CHANGES BEEN FOR REASONS OF LIFE STYLE? PLEASE EXPLAIN.

CAREER FUTURE

- IF THINGS DEVELOP AS YOU'D LIKE, WHAT SORT OF IDEAL CAREER DO YOU SEE FOR YOURSELF?
- IF THE WORK YOU DO WAS SUDDENLY ELIMINATED, WHAT DIFFERENT KINDS OF WORK DO YOU FEEL THAT YOU COULD DO?
- HOW RAPIDLY IS YOUR PRESENT CAREER FIELD GROWING? HOW WOULD YOU DESCRIBE OR ESTIMATE FUTURE PROSPECTS?

LIFE STYLE

- WHAT OBLIGATIONS DOES YOUR WORK PLACE UPON YOU, OUTSIDE OF THE ORDINARY WORK WEEK? DO YOU ENJOY THESE OBLIGATIONS?
- HOW MUCH FLEXIBILITY DO YOU HAVE IN TERMS OF DRESS, HOURS OF WORK, VACATION SCHEDULE, PLACE OF RESIDENCE, ETC.?

ADVICE TO ME

- HOW WELL SUITED IS MY BACKGROUND FOR THIS TYPE OF WORK?
- WHAT EDUCATIONAL PREPARATION DO YOU FEEL WOULD BE BEST?
- WHAT KINDS OF EXPERIENCES, PAID EMPLOYMENT OR OTHERWISE, WOULD YOU MOST STRONGLY RECOMMEND?
- IF YOU WERE A COLLEGE GRADUATE AGAIN, HAD IT TO DO ALL OVER AGAIN, WHAT WOULD YOU DO DIFFERENTLY?

HIRING DECISIONS

- IF YOU WERE TO HIRE SOMEONE TO WORK WITH YOU TODAY, WHICH OF THE FOLLOWING FACTORS WOULD BE MOST IMPORTANT IN YOUR HIRING DECISION AND WHY?
  - EDUCATIONAL CREDENTIALS
  - PAST WORK EXPERIENCES
  - PERSONALITY, PERSONAL ATTRIBUTES
  - SPECIFIC SKILLS, TALENTS
  - APPLICANT'S KNOWLEDGE OF YOUR ORGANIZATION, YOUR DEPARTMENT, YOUR JOB
  - OTHER . . .

• QUESTIONS FOR THE INTERVIEWER (CONTINUED)

REFERRAL TO OTHERS

- BASED ON OUR CONVERSATION TODAY, WHAT OTHER PEOPLE DO YOU BELIEVE I SHOULD TALK TO?

- CAN YOU NAME A FEW OF THESE PEOPLE WHO MIGHT BE WILLING TO SEE ME?

- MAY I HAVE YOUR PERMISSION TO USE YOUR NAME WHEN I CALL OR CONTACT THEM?

SUPPLY

- HOW DO PEOPLE FIND OUT ABOUT THESE JOBS? ARE THEY ADVERTISED IN THE NEWSPAPERS (WHICH ONES?), BY WORD-OF-MOUTH (WHO SPREADS THE WORD?), BY THE PERSONNEL OFFICE?

- IS TURNOVER HIGH? HOW DOES ONE MOVE FROM POSITION TO POSITION? DO PEOPLE NORMALLY MOVE TO ANOTHER AGENCY (COMPANY, DIVISION), OR DO THEY MOVE UP IN THE AGENCY (COMPANY, DIVISION)?

- WHAT KINDS OF JOB-RELATED VALUES ARE SOUGHT IN THIS TYPE OF WORK? (SECURITY, HIGH INCOME, FRINGE BENEFITS, VACATION TIME). WHAT FORM DO THESE CONSIDERATIONS TAKE AT YOUR PLACE OF WORK? (EG. WHAT TYPE OF PENSION PLAN?)

DEMAND

- WHAT TYPES OF EMPLOYERS HIRE PEOPLE IN YOUR LINE OF WORK? WHERE ARE THEY LOCATED? WHAT TYPES OF INDUSTRIES ARE THEY IN?

- HOW MUCH DO WAGES OR SALARIES VARY IN YOUR WORK BY EMPLOYER, REGION, OR INDUSTRY?

- DO MANY PEOPLE IN YOUR LINE OF WORK ACCEPT POSITIONS ABROAD? WHERE? WHY DO THEY MOVE? ARE THESE POSITIONS (ABROAD) SHORT-TERM OR LONG-TERM?

- ARE PEOPLE IN YOUR LINE OF WORK VERY MOBILE? DO THEY CHANGE JOBS FREQUENTLY?

- WHAT ARE THE MOST IMPORTANT FORMS OF COMPENSATION IN YOUR WORK (EG. BONUSES, COMMISSIONS, PENSIONS, SECURITY, INSURANCE)?

10.

- TO MAKE IT EASY ON YOURSELF

IT IS UNDERSTANDABLE IF YOU ARE WORRIED THAT YOUR INFORMATION INTERVIEWING MIGHT BE SCARY, AND PERHAPS DIFFICULT. IT'S EASIER THAN YOU THINK, BUT TO LIGHTEN THE BURDEN, TRY THE FOLLOWING:

START WITH THE EASIEST - BEGIN PRACTICING THIS SKILL WITH THE EASIEST AND MOST AVAILABLE TARGETS YOU CAN FIND, SUCH AS YOUR NEXT-DOOR NEIGHBOR, OR YOUR ROOMMATE'S PARENTS, OR THE STORE MANAGER WHERE YOU WORK TWO DAYS A WEEK.

DO A HOBBY - TALK WITH PEOPLE WHO ARE ENGAGED IN YOUR OWN PERSONAL INTERESTS, SUCH AS THE PRO AT THE TENNIS CLUB, OR THE SALESLADY AT YOUR FAVORITE CLOTHING STORE.

- NUTS AND BOLTS OF INFORMATION INTERVIEWING

  - ASK FOR 15 TO 30 MINUTES OF TIME FROM YOUR TARGET PERSON.
  - ALLOW AT LEAST AN HOUR BETWEEN INTERVIEWS, BECAUSE THEY VERY OFTEN LAST LONGER THAN YOU EXPECT THEY WILL, AND YOU MUST ALLOW TRAVEL TIME TOO.
  - IT'S OK TO TAKE NOTES, BUT DO IT SPARINGLY, BECAUSE IT DETRACTS FROM THE PERSONAL QUALITY OF THE CONVERSATION.
  - KEEP A RECORD OF EVERYONE YOU TALK WITH, THEIR NAMES, JOB TITLES, NAMES OF THEIR EMPLOYERS, ADDRESSES, TELEPHONE NUMBERS.
  - THANK YOU NOTES ARE ESSENTIAL. YOU MUST WRITE THEM FOR EVERYONE YOU TALK WITH FOR 15 MINUTES OR MORE. THESE NOTES WILL HELP YOU TO BE REMEMBERED IN A POSITIVE LIGHT. ONE OF THESE PEOPLE MAY HIRE YOU ONE DAY.

- THE BENEFITS OF INFORMATION INTERVIEWING

  - IT WILL SHARPEN YOUR PERCEPTION OF THE CAREER OR JOB YOU'VE BEEN THINKING ABOUT.
  - YOU WILL DEVELOP GREATER CONFIDENCE, BY HAVING REGULAR CONTACT WITH PROFESSIONAL PEOPLE, TALKING WITH THEM EASILY, AND BECOMING FAMILIAR WITH THE ROUTINE OF THEIR WORK.
  - YOU WILL OBSERVE PEOPLE AT WORK, THEIR WORK SITES, AND THE GENERAL LIFE STYLE WHICH SURROUNDS THEIR CAREERS.
  - PERHAPS MOST IMPORTANTLY, THESE PEOPLE WILL BECOME YOUR CONTACTS, AND THEY WILL LEAD YOU TO OTHER, PERHAPS EVEN BETTER CONTACTS AND SOURCES OF JOB OPPORTUNITIES.

• THE IMPORTANCE OF MAKING "CONTACTS"

WHAT IS A CONTACT? - A PERSON WHO KNOWS YOU WELL ENOUGH TO REMEMBER YOUR NAME, AND WHO LIKES YOU WELL ENOUGH TO WANT TO REMEMBER YOU.

NO ONE WILL WALK UP AND DROP A JOB INTO YOUR LAP. NOR IS ANYONE LIKELY TO OFFER YOU A JOB BY MAIL, ON THE BASIS OF YOUR RESUME OR OTHER WRITTEN COMMUNICATION. THE PLAIN, UNVARNISHED TRUTH IS THAT PEOPLE HIRE PEOPLE, AND THE BETTER PEOPLE KNOW YOU, THE MORE LIKELY THEY WILL HAVE YOU IN MIND WHEN A JOB OPENING OCCURS.

THIS DOES NOT MEAN THAT YOU MUST DEVELOP A HARD-SELL SALES PERSONALITY. YOU CAN BE YOUR USUAL LOW-KEY, UNASSUMING SELF, BUT YOU MUST LEARN TO BECOME KNOWN TO OTHERS. ANYONE CAN DO IT, BUT YOU WON'T DO IT WAITING BY THE MAILBOX.

• BUT I WANNA DO THIS ON MY OWN, NOT DEPEND UPON "CONNECTIONS"!!

OF COURSE, YOU WANT TO EARN YOUR JOB OFFERS, AND YOU WILL. YOU'RE NOT ASKING FAMILY FRIENDS, CLASSMATES, ETC., TO HAND YOU JOBS FREE OF CHARGE. YOU'RE SIMPLY ASKING THEM TO GIVE YOU REFERRALS, HELP YOU TO MEET PEOPLE. ONCE YOU HAVE USED PEOPLE TO DIRECT YOU TO OTHER PEOPLE, YOU'RE ON YOUR OWN, AND WILL RISE OR FALL AS A RESULT OF YOUR OWN PERSONAL QUALITIES.

• 5 METHODS FOR MAKING CONTACTS

(1) BY LETTER - A PERSONAL LETTER TO SOMEONE WHOSE WORK INTERESTS YOU. EVEN THOUGH YOU DON'T KNOW THE PERSON, TELL WHY YOU ARE WRITING, WHAT YOU'D LIKE TO KNOW, AND ASK HOW YOU MIGHT ARRANGE A MEETING WITH HER/HIM.

(2) BY TELEPHONE - CALL TO ASK NAMES OF PEOPLE IN GIVEN JOBS, ASK TO SPEAK WITH THEM, EXPRESS INTEREST IN THEIR WORK; REQUEST AN APPOINTMENT AT THEIR CONVENIENCE.

(3) BY PERSONAL REFERRAL - ASK FRIENDS, FAMILY, ETC., NAMES OF PEOPLE THEY KNOW IN YOUR TARGET OCCUPATION OR TARGET ORGANIZATION. CALL EACH NAME THEY GIVE YOU, AND ASK: "MAY I COME TALK WITH YOU? _____SUGGESTED THAT I CALL."

(4) BY DIRECT WALK-IN - GO DIRECTLY TO THE PLACE OF WORK. ASK TO SEE A PERSON WHOSE JOB INTERESTS YOU; BE FLEXIBLE IN TERMS OF WITH WHOM YOU WILL TALK.

(5) BY "ALTERNATIVE PURPOSE" - VISIT THE ORGANIZATION OR PERSON FOR A DIFFERENT PURPOSE, SUCH AS CUSTOMER FOR THEIR SERVICE, NEWSPAPER REPORTER, CITY OFFICIAL, OR ONE HAVING AN INTEREST IN THEIR PRODUCT.

- JOB-HUNTING METHODS ARE NICE, BUT . . .

  - ISN'T THERE AN EASIER WAY?
  - WHY MUST I DO ALL OF THIS HARD WORK?
  - CAN'T I JUST DEPEND UPON:
    - MY DEGREE, MAJOR FIELD, GRADES AND OTHER CREDENTIALS?
    - PLACEMENT OFFICES, AND EMPLOYMENT AGENCIES?
    - MY FAMILY AND OTHER CONNECTIONS?
    - WHATEVER COMES ALONG?

- JOB-HUNTING IS FUN

CONTRARY TO POPULAR OPINION, JOB-HUNTING IS FUN, AND NOT NEARLY AS HARD A CHORE AS EVERYONE WOULD HAVE YOU BELIEVE. IT NEED NOT BE TREATED AS UNPLEASANT MEDICINE, BECAUSE MAKING (PERSONAL) CONTACT WITH PEOPLE WHOSE WORK INTERESTS YOU (THIS IS WHY YOU ARE APPLYING IN THE FIRST PLACE, ISN'T IT?) IS A DIRECT EXPRESSION OF YOUR OWN ENTHUSIASM.

- <u>IT IMPROVES YOUR SOCIAL LIFE</u> - BY MEETING ONE PERSON AFTER ANOTHER, SOMETIMES IN SETTINGS LESS FORMAL THAN AN OFFICE, YOU EXPAND YOUR SPHERE OF SOCIAL INFLUENCE. YOU ARE FORCED, PERHAPS, TO BE MORE SOCIAL THAN USUAL. AND, BEFORE LONG, YOU MEET PEOPLE WHO NOT ONLY PROVIDE YOU WITH JOB AND CAREER INFORMATION, BUT BECOME FRIENDS.

- <u>YOU CAN BE A DETECTIVE</u> - OR AN INVESTIGATIVE REPORTER, IF YOU PREFER. THE INTRICACY OF UNCOVERING CLUES, SHAPING NETWORKS OF PEOPLE WHO LEAD YOU TO THE GOLD OF JOB TARGETS, AND THE SHEER UNPREDICTABLE NATURE OF WHOM YOU WILL MEET NEXT - ALL OF THESE HAVE THEIR OWN INTRINSIC APPEAL.

- <u>LEARN TO LOVE REJECTION</u> - WEAR YOUR "NO, WE HAVE NO JOB VACANCIES HERE" STATEMENTS AS BADGES OF HONOR. THE MORE SUCH MOMENTS YOU HAVE, THE MORE YOU KNOW THAT YOU ARE ENGAGING THE JOB SEARCH AND SURVIVING IT. EACH REJECTION BRINGS NEW JOB LEADS, NEW INSIGHTS ABOUT YOURSELF, AND NEW INFORMATION ABOUT WHAT EMPLOYERS WANT. TURN EACH REJECTION TO YOUR ADVANTAGE, BY ASKING FOR ADVICE, AND NEW CONTACTS.

TIPS ON INTERVIEWING STRATEGY

BE ON TIME - THAT MEANS TEN TO FIFTEEN MINUTES EARLY. SOMETIMES, INTERVIEWERS ARE READY BEFORE THE APPOINTED TIME.

KNOW THE INTERVIEWER'S NAME - AND USE IT IN THE INTERVIEW. USING A PERSON'S NAME PERSONALIZES THE CONVERSATION AND ADDS WARMTH. IF YOU DON'T KNOW THE NAME, CALL THE SWITCHBOARD BEFOREHAND AND ASK. ALSO GET THE SECRETARY'S NAME SO IF YOU NEED TO CALL BACK, YOU CAN USE IT. SECRETARIES CAN HAVE SOME POTENT INFLUENCE.

BRING A SPARE COPY OF YOUR RESUME - JUST IN CASE THE ONE YOU SENT ISN'T AVAILABLE. DEMONSTRATES YOU'RE PREPARED.

EXPECT TO SPEND SOME TIME DEVELOPING RAPPORT - DON'T JUMP RIGHT IN AND GET DOWN TO BUSINESS. GET COMFORTABLE WITH EACH OTHER. WHATEVER TIME YOU INVEST WILL BE REPAID TENFOLD, FOR PERSONAL CHEMISTRY IS A MAIN INGREDIENT IN THE HIRING PROCESS. IF THEY LIKE YOU, THE REST OF THE INTERVIEW WILL GO WELL.

DON'T BE EMBARRASSED BY NERVOUSNESS - THEY ARE PROBABLY NERVOUS TOO. IN FACT, NERVOUSNESS CAN BE A GOOD SIGN - SHOWS YOU ARE TAKING THIS SERIOUSLY.

DON'T EXAGGERATE - IT WILL COME BACK TO HAUNT YOU.

FOLLOW THE INTERVIEWER'S LEAD - DON'T TRY TO TAKE OVER THE INTERVIEW. STICK TO THE SUBJECT AT HAND BUT DON'T DWELL TOO LONG ON ONE POINT.

BE PREPARED FOR PERSONAL QUESTIONS - EVEN SOME INAPPROPRIATE ONES. VERY FEW INTERVIEWERS KNOW WHAT THEY CAN AND CAN'T ASK, LEGALLY. ANTICIPATE HOW YOU WILL HANDLE PERSONAL QUESTIONS WITHOUT BLOWING YOUR COOL.

BE SURE YOU UNDERSTAND THE QUESTION - FEEL FREE TO ASK FOR CLARIFICATION. OR, RESTATE THE QUESTION IN YOUR OWN WORDS. DON'T TRY TO OUTSMART THE EMPLOYER.

EMPHASIZE THE POSITIVE - ACT NATURAL, BUT DWELL ON THE POSITIVE. BE FRANK AND HONEST, BUT NEVER APOLOGIZE FOR LACK OF EXPERIENCE OR WEAKNESSES.

WAIT FOR AN OFFER TO TALK ABOUT SALARY - OTHERWISE, DON'T ASK UNLESS THE INTERVIEWER BRINGS IT UP.

TIPS ON INTERVIEWING STRATEGY (CONTINUED)

EMPHASIZE WHAT YOU CAN DO (YOUR TRANSFERABLE SKILLS) - MORE THAN WHAT YOU ARE INTERESTED IN. OF COURSE EMPLOYERS WANT TO KNOW WHO YOU ARE AND ABOUT YOUR INTERESTS. BUT THEY ARE CONCERNED MOST WITH WHAT YOU CAN DO FOR THEM.

TAKE A PEN AND PAPER, BUT DON'T TAKE NOTES DURING THE INTERVIEW - HOWEVER, IMMEDIATELY FOLLOWING THE INTERVIEW, WRITE DOWN AS MUCH AS YOU CAN REMEMBER.

NEVER SLIGHT A FORMER EMPLOYER OR COLLEAGUE - OR A TEACHER, AN INSTITUTION, OR FRIEND. IT ONLY REFLECTS ON YOU.

WATCH YOUR GRAMMAR - EMPLOYERS ARE INTERESTED IN CANDIDATES WHO CAN EXPRESS THEMSELVES ARTICULATELY AND PROPERLY. EVEN IF YOU HAVE TO GO SLOWLY AND CORRECT YOURSELF, ACCURACY IS PREFERRED OVER ORATORICAL FLUENCY.

HAVE SOME QUESTIONS PREPARED - WHEN ASKED FOR COMMENTS OR QUESTIONS, HAVE SOME. THERE IS NOTHING WRONG WITH TAKING IN A 3X5 CARD WITH A FEW PREPARED QUESTIONS AND THOUGHTS - SHOWS YOU'RE PREPARED.

DON'T EXPECT AN OFFER ON THE SPOT - OFFERS USUALLY FOLLOW THE INTERVIEW, SOMETIMES TWO OR THREE WEEKS LATER.

BE VERY CAREFUL WITH THE CLOSING - MORE PEOPLE BLOW AN INTERVIEW AT THE CLOSING THAN ANY OTHER TIME, EXCEPT FOR THE OPENING. IF YOU ARE NOT GOOD AT CLOSING CONVERSATIONS, DON'T LINGER. END QUICKLY AND COURTEOUSLY. ALL TOO MANY CANDIDATES TRY TO FLATTER THE INTERVIEWER, TRIP OVER THEIR FEET (OR TONGUES), AND MAKE FOOLS OF THEMSELVES AT THE CLOSING.

NO INTERVIEW IS EVER COMPLETED - UNTIL YOU FOLLOW-UP WITH A PERSONAL THANK YOU NOTE, ALSO REAFFIRMING YOUR INTEREST. EASY TO FORGET. DON'T.

The material above is from the booklet Liberal Arts Interviewing Guide by John W. Zehring.

SENIOR PRACTICE INTERVIEWS

CAREER ASSISTANTS WILL BE CONDUCTING MOCK INTERVIEWS WITH SENIORS IN THE FALL IN WHICH THE STUDENTS CAN PRACTICE INTERVIEWING TECHNIQUES. AT THE END OF THE 20-MINUTE SESSION, THE CAREER ASSISTANT WILL PROVIDE FEEDBACK AND COMMENTS. SIGN UP WILL BE AVAILABLE IN THE COUNSELING CENTER.

VIDEOTAPE PRACTICE INTERVIEWS

ADMINISTRATORS, LOCAL EMPLOYEES, AND FACULTY WILL BE CONDUCTING INDIVIDUAL INTERVIEWS WITH STUDENTS ON VIDEOTAPE. THIS ALLOWS THE STUDENT TO SEE HER/HIMSELF IMMEDIATELY AFTER THE INTERVIEW HAS BEEN COMPLETED. IN ADDITION, A CAREER ASSISTANT WILL OBSERVE AND COMMENT AND THE INTERVIEWER WILL PROVIDE FEEDBACK ON YOUR INTERVIEWING SKILLS. SIGN UP WILL BE AVAILABLE IN THE COUNSELING CENTER.

53 QUESTIONS RECRUITERS FREQUENTLY ASK COLLEGE SENIORS

1. WHAT ARE YOUR LONG RANGE AND SHORT RANGE GOALS AND OBJECTIVES, WHEN AND WHY DID YOU ESTABLISHED THESE GOALS, AND HOW ARE YOU PREPARING YOURSELF TO ACHIEVE THEM?
2. WHAT SPECIFIC GOALS, OTHER THAN THOSE RELATED TO YOUR OCCUPATION, HAVE YOU ESTABLISHED FOR YOURSELF FOR THE NEXT 10 YEARS?
3. WHAT DO YOU SEE YOURSELF DOING FIVE YEARS FROM NOW?
4. WHAT DO YOU REALLY WANT TO DO IN LIFE?
5. WHAT ARE YOUR LONG RANGE CAREER OBJECTIVES?
6. HOW DO YOU PLAN TO ACHIEVE YOUR CAREER GOALS?
7. WHAT ARE THE MOST IMPORTANT REWARDS YOU EXPECT IN YOUR BUSINESS (OR OTHER) CAREER?
8. WHAT DO YOU EXPECT TO BE EARNING IN FIVE YEARS?
9. WHY DID YOU CHOOSE THE CAREER FOR WHICH YOU ARE PREPARING?
10. WHICH IS MORE IMPORTANT TO YOU, THE MONEY OR THE TYPE OF JOB?

16.

53 QUESTIONS RECRUITERS FREQUENTLY ASK COLLEGE SENIORS (CONTINUED)

11. WHAT DO YOU CONSIDER TO BE YOUR GREATEST STRENGTHS AND WEAKNESSES?

12. HOW WOULD YOU DESCRIBE YOURSELF?

13. HOW DO YOU THINK A FRIEND OR PROFESSOR WHO KNOWS YOU WOULD DESCRIBE YOU?

14. WHAT MOTIVATES YOU TO PUT FORTH YOUR GREATEST EFFORT?

15. HOW HAS YOUR COLLEGE EXPERIENCE PREPARED YOU FOR THIS PARTICULAR CAREER?

16. WHY SHOULD I HIRE YOU?

17. WHAT QUALIFICATIONS DO YOU HAVE THAT MAKE YOU THINK THAT YOU WILL BE SUCCESSFUL IN THIS CAREER?

18. HOW DO YOU DETERMINE OR EVALUATE SUCCESS?

19. WHAT DO YOU THINK IT TAKES TO BE SUCCESSFUL IN AN ORGANIZATION LIKE OURS?

20. IN WHAT WAYS DO YOU THINK YOU CAN MAKE A CONTRIBUTION TO OUR ORGANIZATION?

21. WHAT QUALITIES SHOULD A SUCCESSFUL MANAGER (SUPERVISOR) POSSESS?

22. DESCRIBE THE RELATIONSHIP THAT SHOULD EXIST BETWEEN A SUPERVISOR AND SUBORDINATES.

23. WHAT TWO OR THREE ACCOMPLISHMENTS HAVE GIVEN YOU THE MOST SATISFACTION?

24. DESCRIBE YOUR MOST REWARDING COLLEGE EXPERIENCE.

25. IF YOU WERE HIRING A GRADUATE FOR THIS POSITION, WHAT QUALITIES WOULD YOU LOOK FOR?

26. WHY DID YOU SELECT YOUR COLLEGE OR UNIVERSITY?

27. WHAT LED YOU TO CHOOSE YOUR FIELD OF MAJOR STUDY?

28. WHAT COLLEGE SUBJECTS DID YOU LIKE BEST? WHY?

29. WHAT COLLEGE SUBJECTS DID YOU LIKE LEAST? WHY?

30. IF YOU COULD DO SO, HOW WOULD YOU PLAN YOUR ACADEMIC STUDY DIFFERENTLY? WHY?

31. WHAT CHANGES WOULD YOU MAKE IN YOUR COLLEGE OR UNIVERSITY? WHY?

32. DO YOU HAVE PLANS FOR CONTINUED STUDY? AN ADVANCED DEGREE?

53 QUESTIONS RECRUITERS FREQUENTLY ASK COLLEGE SENIORS (CONTINUED)

33. DO YOU THINK THAT YOUR GRADES ARE A GOOD INDICATION OF YOUR ACADEMIC ACHIEVEMENT?

34. WHAT HAVE YOU LEARNED FROM PARTICIPATION IN EXTRA-CURRICULAR ACTIVITIES?

35. IN WHAT KIND OF WORK ENVIRONMENT ARE YOU MOST COMFORTABLE?

36. HOW DO YOU WORK UNDER PRESSURE?

37. IN WHAT PART-TIME OR SUMMER JOBS HAVE YOU BEEN MOST INTERESTED? WHY?

38. HOW WOULD YOU DESCRIBE THE IDEAL JOB FOR YOU FOLLOWING GRADUATION?

39. WHY DID YOU DECIDE TO SEEK A POSITION WITH OUR ORGANIZATION?

40. WHAT DO YOU KNOW ABOUT OUR ORGANIZATION?

41. WHAT TWO OR THREE THINGS ARE MOST IMPORTANT TO YOU IN YOUR JOB?

42. ARE YOU SEEKING EMPLOYMENT WITH AN ORGANIZATION OF A CERTAIN SIZE? WHY?

43. WHAT CRITERIA ARE YOU USING TO EVALUATE THE ORGANIZATION FOR WHICH YOU HOPE TO WORK?

44. DO YOU HAVE A GEOGRAPHICAL PREFERENCE? WHY?

45. WILL YOU RELOCATE? DOES RELOCATION BOTHER YOU?

46. ARE YOU WILLING TO TRAVEL?

47. ARE YOU WILLING TO SPEND AT LEAST SIX MONTHS AS A TRAINEE?

48. WHY DO YOU THINK YOU MIGHT LIKE TO LIVE IN THE COMMUNITY IN WHICH OUR ORGANIZATION IS LOCATED?

49. WHAT MAJOR PROBLEM HAVE YOU ENCOUNTERED AND HOW DID YOU DEAL WITH IT?

50. WHAT HAVE YOU LEARNED FROM YOUR MISTAKES?

51. HOW DO YOUR SKILLS RELATE TO OUR NEEDS?

52. WHAT WOULD YOU LIKE TO KNOW ABOUT US?

53. WHY ARE YOUR GRADES LOW?

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NEGATIVE FACTORS DURING THE EMPLOYMENT INTERVIEW WHICH FREQUENTLY LEAD TO REJECTION OF THE APPLICANT

1. POOR PERSONAL APPEARANCE.
2. OVERBEARING, OVERAGGRESSIVE, CONCEITED, SUPERIORITY COMPLEX, KNOW-IT-ALL.
3. INABILITY TO EXPRESS YOURSELF CLEARLY, POOR VOICE, DICTION, GRAMMAR.
4. LACK OF PLANNING FOR CAREER, NO PURPOSE AND GOALS.
5. LACK OF INTEREST AND ENTHUSIASM, PASSIVE, INDIFFERENT.
6. LACK OF CONFIDENCE AND POISE, NERVOUSNESS.
7. OVEREMPHASIS ON MONEY, INTEREST ONLY IN BEST DOLLAR OFFER.
8. UNWILLING TO START AT THE BOTTOM, EXPECTS TOO MUCH TOO SOON.
9. MAKES EXCUSES, EVASIVENESS, HEDGES ON UNFAVORABLE FACTORS IN RECORD.
10. LACK OF TACT.
11. LACK OF MATURITY.
12. LACK OF COURTESY, ILL MANNERED.
13. CONDEMNATION OF PAST EMPLOYERS.
14. LACK OF SOCIAL UNDERSTANDING.
15. INDECISION.
16. MERELY SHOPPING AROUND.
17. LITTLE SENSE OF HUMOR.
18. LACK OF KNOWLEDGE OF FIELD OF SPECIALIZATION.
19. NO INTEREST IN COMPANY OR IN INDUSTRY.
20. EMPHASIS ON WHOM YOU KNOW.
21. CYNICAL
22. INABILITY TO TAKE CRITICISM.
23. LACK OF APPRECIATION OF THE VALUE OF EXPERIENCE.
24. HIGH PRESSURE TYPE.
25. DOESN'T ASK QUESTIONS ABOUT THE JOB.
26. INDEFINITE RESPONSE TO QUESTIONS.

(Psi Chi Newsletter, Spring 1976)

EXAMPLES OF QUESTIONS YOU CAN ASK DURING AN INTERVIEW

- WHAT KINDS OF NEW PRODUCTS AND SERVICES WILL YOUR ORGANIZATION BE PLANNING IN THE FUTURE?
- HOW WILL MY POSITION INTERACT WITH OTHER PEOPLE IN THE DEPARTMENT?
- IN WHAT WAYS WILL I BE ABLE TO MAKE USE OF MY WRITING SKILLS?
- WHAT KINDS OF ADVANCEMENT MIGHT I ANTICIPATE IF MY WORK IS SATISFACTORY?
- WHAT ARE YOU HOPING THAT I WILL CONTRIBUTE TO THE ORGANIZATION?
- WHAT CRITERIA ARE IMPORTANT TO YOU IN SELECTING WHO WILL BE HIRED?
- HOW DOES THIS DEPARTMENT INTERACT WITH OTHER DEPARTMENTS?

EXAMPLES OF QUESTIONS YOU SHOULD NOT ASK *

(* AT LEAST UNTIL YOU AND THE EMPLOYER KNOW THAT THERE IS DEFINITE INTEREST IN HIRING YOU.)

- HOW MUCH VACATION WILL I GET?
- CAN I TRANSFER TO _____(DESIRABLE TOWN, OTHER COUNTRY)?
- WHAT ARE THE FRINGE BENEFITS?
- WHEN WILL I BE PROMOTED?
- HOW SECURE IS THIS JOB (CAN I RETIRE HERE)?

REASONS TO ASK A QUESTION

- TO OBTAIN NEW INFORMATION THAT WILL HELP YOU TO DECIDE WHETHER YOU WOULD LIKE TO WORK FOR THIS ORGANIZATION.
- TO CLARIFY SOMETHING THE INTERVIEWER SAID, WHICH YOU DID NOT UNDERSTAND.
- TO SHOW THAT YOU HAVE DONE SOME SUBSTANTIVE RESEARCH ABOUT THE ORGANIZATION.
- WHEN THE INTERVIEWER SAYS, "DO YOU HAVE ANY QUESTIONS?"

20.

SAMPLE LETTER REQUESTING AN INFORMATION INTERVIEW

BOX 1249
HOLLAND UNION BUILDING
DICKINSON COLLEGE
CARLISLE, PENNSYLVANIA 17013
APRIL 26, 1983

MR. EDWARD GARDNER
PRESIDENT
UNITED FRUIT COMPANY
INDUSTRIAL PARK
PHILADELPHIA, PENNSYLVANIA 19100

DEAR MR. GARDNER:

I HAVE BEEN REVIEWING MAJOR CORPORATIONS IN THE PHILADELPHIA AREA DURING THE PAST FEW MONTHS, AND HAVE LEARNED THAT YOURS HAS A LONG HISTORY OF SUCCESS IN SALES TO A WIDE VARIETY OF WHOLESALE AND RETAIL CLIENTELE. SINCE I WILL BE ENTERING THE BUSINESS WORLD WITHIN THE NEXT YEAR, AFTER MY GRADUATION FROM DICKINSON COLLEGE, I WOULD LIKE TO LEARN MORE ABOUT THE OPERATION AND MANAGEMENT OF LARGE ORGANIZATIONS. HENCE, I AM WRITING TO ASK FOR AN APPOINTMENT TO TALK WITH YOU ABOUT YOUR ROLE AS CHIEF EXECUTIVE OFFICER OF UNITED FRUIT.

I WILL BE SEEKING EMPLOYMENT DIRECTLY WITHIN A FEW MONTHS, BUT I DO NOT INTEND TO ASK YOU FOR A JOB. RATHER, I WANT TO GATHER INFORMATION FROM YOU ABUT THE PROCESSES BY WHICH YOU DIRECT THE ORGANIZATION. I HOPE THAT YOU CAN GIVE ME A FEW INSIGHTS ABOUT PREPARATION FOR A CAREER IN MANAGEMENT, AND PERHAPS A FEW PRINCIPLES WHICH YOU HAVE LEARNED FROM YOUR EXPERIENCE WITH UNITED FRUIT. I AM ASKING OFFICERS OF SEVERAL MAJOR CORPORATIONS TO HELP ME UNDERSTAND THEIR BUSINESSES, BEFORE I MAKE DIRECT APPLICATION FOR EMPLOYMENT.

I NEED ONLY 15-20 MINUTES OF YOUR TIME, AND WILL ACCOMPLISH MY OBJECTIVES EFFICIENTLY, BECAUSE I HAVE PREPARED IN ADVANCE THE QUESTIONS THAT I WISH TO ASK YOU. MY QUESTIONS DERIVE IN PART FROM HAVING READ YOUR ANNUAL REPORT AND OTHER COMPANY LITERATURE.

I SHALL CALL YOUR SECRETARY LATER THIS WEEK TO ASK FOR AN APPOINTMENT. IF YOU WOULD LIKE TO REACH ME, MY TELEPHONE NUMBER IS 717/555-1541. THANKS FOR YOUR CONSIDERATION.

SINCERELY,

DIANA KELM